

## OBSERVATION REPORT #19 - REVISED

**KPMG Consulting observed several instances of orders submitted via EDI that did not flow through in accordance with Verizon documentation.<sup>1</sup>**

### Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
1	017071NN0X000002	AA	09/21/00 11:55	09/21/00 14:41	UNE-P disconnect
2	079011NN0X000005	AA	09/25/00 14:02	09/26/00 11:10	Migrate from Resale to UNE-L without number portability. Submit DL
3	001041NN0X000003	AA	09/25/00 18:59	09/25/00 19:00	Migrate "as is" from Retail to Resale
4	016091NN0X000001	AA	09/18/00 14:36	09/19/00 13:56	UNE-P suspend
5	022011NN0X000006	AA	9/26/00 12:20	09/27 11:57	Migration "as is" from Resale to Platform
6	018021NN0X000004	AA	09/28/00 14:21	09/29/00 9:41	UNE-P Post Migration Disconnect
7	005091NN0X000006	AA	09/25/00 10:00	09/25/00 10:00	UNE-P "As Specified" (Full Migration)
8	017011NN0X000001	AA	09/19/00 13:42	09/19/00 17:39	Resale Post Migration Delete Account
9	070041NN0X000004	AA	09/28/00 9:47	9/28/00 15:14	Loop w/LNP combined w/main straight line listing change

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<sup>1</sup> Documents include: *Flow Through Ordering Scenarios Document* (August 17, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)

The following table lists a sample of PONs for orders that KPMG Consulting did not expect to flow through at level 5 but did according to Verizon's flow through indicators.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
5	069021NN0X000006	AA	9/29/00 10:50	9/29/00 10:51	Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL
6	069021NN0X000007	AA	9/29/00 10:51	9/29/00 10:52	Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL

### **Assessment**

Inaccurate or incomplete flow through processing or flow through documentation may impede a CLEC's ability to anticipate the confirmation of service orders.